
SECTION: CERTIFICATION

SUBJECT: Transfers

ITEM: *Verification of Certification Cards and Documents - General*



Policy	Local agencies shall accept valid Verification of Certification (VOC) information and documentation from out-of-state WIC participants, and certification documentation located in the Integrated Statewide Information System (ISIS) from all persons who have been participating in the program at another local agency within California. Local agencies shall ensure the provision of VOC information for each participating family member for whom there is an indication of an intention to relocate out-of-state during a certification period. Additionally, local agencies shall provide VOC information to out-of-state WIC agencies who request confirmation of a relocated WIC participant's certification.
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Authority For policy	7 CFR 246.7 (k) and 246.25 (a).
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Waiting List	If the receiving local agency has a waiting list for participation and is not enrolling any applicants, participants with a current VOC card or document shall be placed on the list ahead of all other waiting applicants, regardless of priority ranking. If more than one transferring participant with a current VOC card or document must be placed on the waiting list, they shall be placed in order of priority rank.
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Proof of residency	If the participant changes address while transferring into a local agency, either from within or out-of-state, the participant must provide new proof of address that shows residency within California.
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Note: See WPM 210-30.

Definitions	An in-state transfer is defined as a participant transferring from one local agency to another within California.
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An out-of-state transfer is defined as:

- A participant transferring into California from another state, and
 - A participant transferring out of California to another state.
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**In-state
Transfer
documentation**

Accepting and processing of in-state transfers shall be done through ISIS at the “Main Menu,” or “Certification Menu.” Please refer to the Transfer Component of the ISIS Manual, for the correct procedures.

Exception: If there are no active individuals in the family, ISIS will display a message indicating that the certification period has expired for the transferring family. The family must then be enrolled rather than transferred.

**In-state
transfer
participant
referral**

Local agencies shall provide participants who are relocating with the name, address, and telephone number of one or more local agencies serving the area of their new residence. Refer to Appendix 920-10 of the California WIC Program Manual for a list of local agencies in California.

**Acceptance of
VOC cards or
documents**

Any individual who presents a valid VOC card or document shall receive program services, regardless of whether she/he meets California's eligibility criteria. The VOC card or document is valid until the stated certification period expires. As long as the participant's name, date of certification, and the date certification expires are present, the card or document shall be accepted as proof of eligibility for program benefits. However, the transferring participant must be categorically eligible.

Example: If the transferring participant is a woman who was last certified as breastfeeding, but has since stopped breastfeeding and her infant is greater than six months of age the woman is *not* eligible as a transfer since she no longer meets the category requirement.

Example: A child whose VOC card or document indicates a certification period which expires after the end of the month of the child's fifth birthday, is *not* eligible as a transfer since she/he is not longer categorically eligible. Individuals who present a VOC card or document with an expired certification date must reapply as new applicants.

Note: Refer to WPM 250-20. For more information regarding migrant farmworkers' VOC cards.

Retention of records

Incoming VOC cards from other states may contain specific participant eligibility information that is not in ISIS. Local agency staff shall retain all VOC cards, from local agencies outside of California, for three years following the date of submission of the final expenditure report for the period to which the records pertain (See WPM Section 150-30).

Out-of-state transfer into California

Local agency staff shall accept and process participant transfers from out-of-state (transferring into California from another state) through the ISIS at the "Main Menu," or "Certification Menu." Please refer to the Transfer Component of the ISIS Manual.

Out-of-California referrals

Local agency staff shall provide the participant with the name, address, and telephone number of a state program serving the area of her/his new residence. Refer to the National Directory of WIC Agencies for a list of State WIC Programs.

VOC issuance procedure

Local agency staff shall issue a VOC document printed from ISIS for out-of-state transfers. Local agency staff shall use ISIS to print a VOC for participants who are relocating out-of-state by selecting the "Transfer Menu," from the "Main Menu," entering the family or individual ISIS ID, and selecting the "Issue VOC" option. If the participant is to be issued Food Instruments (FIs), the FIs shall be issued before issuing the VOC document, and a hold shall be placed in ISIS to prevent further Food Instrument issuance. On the "Verification of Certification" screen the staff will select the method in which the VOC document will be issued to the participant: in person, mailed to the participant, or faxed to an out-of-state local WIC agency. The document will then be printed and automatically logged in the Family Comments.

The WIC participant's ISIS Family Comments Screen will record:

- The participant's ISIS Individual ID Number,
- The method in which the VOC was issued to the participant (in-person, by mail, or faxed to a local WIC agency),
- Where the VOC was mailed or faxed,
- The ISIS ID of local WIC Agency Staff who print the VOC, and
- The date the VOC was printed.

Please refer to the Transfer Menu component of the ISIS manual for the correct ISIS procedures.

**VOC issuance
procedure
(continued)**

Completed ISIS VOC documents shall at a minimum include:

- The participant's name,
- The date the certification was performed,
- The date income eligibility was last determined,
- The period for which the last food instrument was issued,
- The nutritional risk(s) of the participant,
- The date the certification period expires,
- The signature and printed or typed name of the certifying local agency staff.
- The name and address of the certifying local agency, and
- The ISIS individual ID number.

Upon completion of VOC issuance, the participant should not be disqualified in ISIS in the event travel or relocation plans are cancelled and the participant returns to a California WIC agency during their eligible certification period.

**Mailing of
VOC card**

Participants may request a VOC card after they have already moved out-of-state. Upon receipt of a verbal or written request, the local agency shall forward a completed VOC document to either the participant's new local agency or the participant. The order of preference regarding where VOC cards are to be mailed is as follows:

1. To the participant's new local agency, if known,
2. Directly to the participant.

If the request to mail a VOC card is received by mail, by fax, or verbally by phone, the local agency shall take reasonable steps to confirm the identity of the individual. The ISIS Family Comments Screen will record the address to which the VOC will be mailed or the agency where the VOC is to be faxed.

**Issuing
duplicate
VOC cards**

Local agencies shall provide participants with a duplicate ISIS VOC document only if the original ISIS VOC document is returned to the local agency. A comment shall be placed in ISIS Family Comments explaining the reason for duplicate issuance of an ISIS VOC document. Duplicate ISIS VOC documents may not be issued if the original document has been lost.

**Issuing
duplicate
VOC cards
(continued)**

If a participant who has lost her/his VOC document applies for program benefits at a new out-of-state agency as a transfer, the participant's new out-of-state agency may contact the participant's prior local agency to verify the participant's identity and to request certification information, which would have been entered on the VOC document. The prior local agency shall accommodate the new local agency's request by printing and forwarding a new VOC document by mail or fax to the new out-of-state agency.

Note: A VOC shall not be printed and mailed to a participant who has lost a VOC which was issued in-person or issued by mail to the participant. In the case of a lost VOC, it may only be faxed or mailed to an out-of-state local WIC agency.
